Appl. No. 09/658,771
Amdt. dated September 28, 2004
Response to Notice of Allowance June 29, 2004

PATENT

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (previously presented) A method for providing telephone application services using a managed VOIP network, where voice data transmitted over the network is codified in a native VOIP format, said method comprising the acts of:

providing a plurality of channels for handling incoming telephone calls and a shared memory, accessible to all channels, storing response voice data in native VOIP format;

providing an I/O thread for each channel for managing all I/O, with I/O thread performing the following acts:

while playing a message, giving higher priority to data transmission than to data reception; and

while recording a message, giving higher priority to data reception than to data transmission;

receiving a first incoming telephone call, including a first plurality of received IP packets encapsulating voice data in native format, from a service requestor over the managed VOIP network;

setting up a connection between the incoming telephone call and a first one of said channels for handling the incoming telephone call;

identifying a requested service;

accessing response voice data, stored in the native VOIP format in said shared memory, responsive to the requested service;

encapsulating said response voice data in a second plurality of response IP packets; and

sending said second plurality of response IP packets over said managed VOIP network to the service requestor.

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1   2.   (original) The method of claim 1 where said act of identifying a requested

2   service comprises the acts of:

3   processing voice data in native format, extracted from said received IP

4   packets, to identify a requested service;

5   extracting voice data from said received IP packets; and

6   performing speech analysis on extracted voice data to identify the service

7   requested.

1   3.   (previously presented) The method of claim 1 where said act of

2   identifying a requested service comprises the acts of:

3   identifying a DTMF signal;

4   determining a requested service associated with an identified DTMF

5   signal.

1   4.   (original) The method of claim 1 where said act of accessing response

2   voice data further comprising the acts of:

3   determining whether said requested service requires text to speech (TTS)

4   conversion;

5   if so invoking a TTS module that converts text to non-native voice data

6   not in native VOIP format;

7   converting said non-native voice data to native VOIP format.

1   5.   (original) The method of claim 1 where said act of accessing response

2   voice data further comprising the acts of:

3   determining whether received voice data will be processed by a speech

4   recognition module;

5   if so, converting said native VOIP format voice data to non-native format

6   voice data prior to speech recognition.

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1   6.   (original) The method of claim 1 further comprising the act of:

2   extracting calling ID line data from VOIP call signaling protocol to obtain

3   location information about the service requestor;

4   accessing customized voice data, in native VOIP format, from said shared

5   memory;

6   encapsulating said customized voice data in customized IP packets; and

7   sending said customized IP packets to the service requestor over the managed

8   VoIP network.

1   7.   (canceled).

1   8.   (previously presented) A method for providing telephone application

2   services using a managed VOIP network, where voice data transmitted over the network is

3   codified in a native VOIP format, said method comprising the acts of:

4   providing a plurality of channels for handling incoming telephone calls and a

5   shared memory, accessible to all channels, storing response voice data in native VOIP format;

6   providing a plurality of message access servers for controlling access to shared

7   memory;

8   receiving a first incoming telephone call, including a first plurality of received IP

9   packets encapsulating voice data in native format, from a service requestor over the managed

10   VOIP network;

11   setting up a connection between the incoming telephone call and a first one of

12   said channels for handling the incoming telephone call;

13   identifying a requested service;

14   utilizing a service requestor ID to access a user database holding an association

15   between the ID and a home MAS for accessing response voice data for the service requestor,

16   wherein the accessed response voice data is stored in the native VOIP format in said shared

17   memory;

18   encapsulating said response voice data in a second plurality of response IP

19   packets.

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1   9. (canceled).